

**Department of Information Services  
Customer Advisory Board  
May 27, 1997  
Meeting Minutes**

**Members present:**

Darrel Riffe, CAB Chair, Department of Revenue  
Doug Tanabe, CAB Vice Chair, Department of Personnel  
Phil Grigg, Department of General Administration  
Jim Albert, Office of the Attorney General  
Fran Muskopf, Department of Health  
Jim Andersen, Office of Financial Management  
Al Bloomberg, Department of Natural Resources  
Shelagh Taylor, Labor and Industries  
Bob Monn, Department of Ecology  
Debbie Cole, Washington State Patrol  
Herb Potter, Department of Agriculture  
Rick Coplen, Office of the Administrator for the Courts  
Judy Schneider, Department of Social and Health Services  
Jon Torgenson, Department of Retirement Systems  
Faye Bronson, Department of Services for the Blind  
Dan Fannin, Community Technical Colleges  
Bob Marlatt, Department of Licensing  
Mike Seale, Community Trade and Economic Development  
Steve Collins, Department of Corrections  
Dave Gord, Department of Fish and Wildlife

**DIS Staff present:**

Steve Kolodney, Director  
Todd Sander, Deputy Director, Management and Oversight of Strategic Technologies Division (MOST)  
Kathleen White, Communications Manager  
Mike McVicker, Assistant Director, Computer Services Division (CSD)  
John Anderson, Assistant Director, Telecommunication Services Division (TSD)  
John Saunders, Director, Office of Information Technology Oversight (OITO)  
Andy Marcelia, Office of Information Technology Oversight

**Call to order:** Darrel Riffe, DIS Customer Advisory Board Chair, called the meeting to order at 1:35 p.m.

**CAB Sub-committee Reports - Darrel Riffe**

City/County Sub-Committee Report – Bob Marlatt

Bob stated that the sub-committee met in April and May and provided handouts on Inter-Government Networking Principles. He also mentioned that a meeting was held at the May ACCIS conference and the information provided was very well received.

#### Human Resources Sub-Committee Report – Doug Tanabe

Doug provided a handout and stated that the customer survey will be completed during the month of June, with some on-site visits to be scheduled with those involved in the survey.

#### Finance – Judy Schneider

The Finance sub-committee will be meeting during the month of June, and Judy will report back at the June 23<sup>rd</sup> CAB meeting.

#### Architecture Sub-Committee Report – Jim Anderson

Jim provided a handout and stated that the information on Inter-Government Networking Principles is close to finalization. The networking principles will then be presented to the CAB in final format, and a decision made as to how the process proceeds from there.

#### E-mail Exchange Update – John Anderson

John gave a demonstration on the e-mail exchange that included; the agencies that are currently using exchange as their e-mail, the list of agencies that are in the process of converting to exchange, a review of how Microsoft Outlook works, and the e-mail guidelines.

#### Gartner Group Update – Todd Sander

In the month of May, the Gartner Group, along with DIS, held a forum regarding Human Resource issues. Todd stated that DIS encourages the use of the Gartner training to all state agencies and that the procedures are made known to staff. Gartner has recently added additional courses to the training availability list. The CAB asked to be provided statistics of who was using the services, at the June meeting.

#### Government Technology Conference update – Todd Sander

Government Technology Magazine and DIS are hosting a conference July 22<sup>nd</sup> and 23<sup>rd</sup> at the Bell Harbor International Conference Center in Seattle, which is titled “*The Pacific Northwest Executive Leadership Forum: The Future of Governance in a Digital World*”. Todd asked CAB members to ensure that their agency heads are aware of the conference and urge their attendance.

#### ***Other Business –***

##### *Ethics Board – Steve Kolodney*

Steve stated that a letter was sent to the Executive Ethics Board in March regarding the de minimus use of any computer, requesting the use of office devices that do not interfere with work, or cost the state money, be allowed. The Ethics Board will be re-opening the rule and Steve encouraged the CAB members to testify either in writing, or by attending and speaking at the public hearings on this issue.

Next meeting is June 23, 1997 from 1:30 - 3:30, DIS Boardroom.

Meeting adjourned.